

International Journal of Humanities Arts and Business (IJHAB)

ISSN: 2709-0604 (Print)

ISSN: 3006-4805 (Online)

Volume-03, Issue-03, pp-51-65

www.ijhab.com

Research Paper

Open  Access

Factors Affecting Job Stress of the Gig Workers in Bangladesh: A Study in Dhaka City

G.M. Mohammad Gias Uddin Quader¹ & Sk Obaidullah²

¹Senior Executive Vice President, Islami Bank Bangladesh PLC, 28, Dilkusha C/A, Dhaka 1000,
Email: gias200624@islamibankbd.com

²PhD Fellow, Faculty of Arts, Parul University, Gujarat, India. Email: skbadal1981@gmail.com

Citation (APA): Quader, G. M. M. G. U. & Obaidullah, S., (2025). Factors Affecting Job Stress of the Gig Workers in Bangladesh: A Study in Dhaka City. *International Journal of Humanities Arts and Business (IJHAB)*. Vol-3, Issue-3.

Abstract

The gig economy is swiftly growing in Bangladesh, especially in Dhaka City, providing flexible work while also presenting considerable psychological issues. Although job stress is an internationally acknowledged concern, there is a lack of empirical studies regarding its particular origins within the distinct socio-economic environment of Bangladeshi gig workers. This study sought to identify and quantify the main factors influencing job stress among gig workers in Dhaka City, specifically emphasizing income unpredictability, platform control, work-life conflict, and financial demands such as elevated commissions. A cross-sectional survey methodology was utilized to conduct the study. Data were gathered from a sample of 100 gig workers (comprising ride-sharing drivers, food delivery persons, and online freelancers) around Dhaka City via a standardized questionnaire. Descriptive statistics and multiple linear regression analysis were employed for analyzing the data using SPSS 26.0. The regression model indicated a substantial correlation between many parameters and job-related stress. The study indicates that the factors affecting gig workers' job stress are not random but are instead structural components of a business model that integrates traditional employment with entrepreneurship. The study revealed that the majority of gig workers experience job-related stress due to unstable income, elevated commissions imposed by the gig platform, difficulties in securing loans or financial services, insufficient orders/rides/tasks, and a lack of negotiation power regarding compensation or service terms. The results unequivocally indicate that job stress among gig workers in Dhaka is a complex issue primarily influenced by economic instability and the authoritative characteristics of digital platforms. The study highlights the pressing necessity for governments and platform organizations to tackle these structural issues, maybe through

measures that encourage income stabilization, transparent algorithmic processes, and equitable payment models to protect the welfare of this expanding workforce.

Keywords: *Gig workers, Job Stress, Perceived Stress, Income Instability, Bangladesh, Dhaka City.*

I. INTRODUCTION

The worldwide rise of the gig economy, driven by digital platforms, has revolutionized labor markets globally. This concept has been adopted on a never-before-seen scale in developing nations, providing some income and job creation in environments that are frequently marked by high unemployment and sizable informal sectors. Ride-sharing platforms (e.g., Uber, Bolt), delivery services (e.g., Glovo, Zomato), and freelancing marketplaces (e.g., Upwork, Fiverr) offer freedom, autonomy, and access to a worldwide market (Ness, 2022). Nonetheless, an increasing volume of scholarly studies indicates that the purported benefits of gig employment are frequently overshadowed by substantial issues that induce job-related stress for gig workers (Gupta et al., 2022). Current study delineates several challenges encountered by gig workers in developing nations, contending that the platform model frequently intensifies pre-existing socio-economic vulnerabilities while adding novel forms of precarity (Burtch, 2017). A primary concern highlighted in these studies is economic instability (Good Gigs, 2017). In contrast to conventional employment, gig work lacks assurances of a minimum pay or consistent revenue (Wood et al., 2019). Research from nations such as Kenya, India, and South Africa reveals that when expenses (fuel, vehicle maintenance, data, platform commissions) are included, the net income for ride-sharing and delivery workers is frequently unstable (Graham & Anwar, 2019). Increases in labor supply have the potential to oversaturate markets and lower wages (De Stefano, 2016). Studies on freelancing platforms indicate that workers from poor nations frequently resort to "race-to-the-bottom" pricing to compete internationally, resulting in exploitation (Bergvall-Kåreborn & Howcroft, 2014).

Moreover, the anticipated flexibility offered by gig platforms can be hindered by obscure algorithms that govern job distribution, performance evaluations, and account deactivation (Dhiman et al., 2025). A condition known as "algorithmic despotism" occurs when employees are continuously monitored and controlled with no way to challenge the system (Wood et al., 2019). Research indicates that gig workers have limited negotiating ability over platform providers' unilateral adjustments to commission rates or payment systems in places like Bangladesh and Indonesia (Chan, 2022). The legal designation of gig workers as "independent contractors" instead of "employees" is central to their vulnerability, a concern especially pronounced in developing nations with fragile labor frameworks (Dhiman et al., 2025). Numerous developing nations lack explicit regulations regulating gig economy. This regulatory vacuum enables platforms to renounce employer obligations (Unterschütz, 2019). Consequently, workers are deprived of legal rights like minimum wage, paid leave, health insurance, and pensions (De Stefano, 2016). Additionally, the informal nature of gig labor leads to people being deprived of social security, often linked to regular employment (Masłoń-Oracz et al., 2025). They are therefore extremely susceptible to income shocks from disease, accidents, or economic downturns—a serious problem in areas with

inadequate access to public healthcare (ILO, 2021). The COVID-19 epidemic vividly highlighted this vulnerability, as gig workers encountered health hazards without access to sick pay or unemployment benefits (Chowdhury et al., 2024).

Gig work, especially in location-based sectors, entails considerable physical demands and safety risks (Good Gigs, 2017). Delivery and ride-sharing workers in densely populated urban areas of Latin America, Africa, and Asia encounter significant risks of road accidents (Chan, 2022). Studies conducted in Nigeria and Ghana indicate that the pressure to meet delivery targets results in hazardous riding behaviors (Agrawal, 2023). Additionally, employees frequently incur the entire expense of safety equipment and vehicle maintenance (Chowdhury et al., 2024). Employees are susceptible to mistreatment, aggression, and harassment by clients (Masłoń-Oracz et al., 2025). The existing power imbalance, wherein a customer's rating may jeopardize a worker's employment, deters workers from reporting incidents (Kuek et al., 2015). Research on domestic work platforms in the Middle East and South Asia indicates comparable patterns of abuse, accompanied by restricted institutional remedies (Albin & Mantouvalou, 2022). Furthermore, access to the gig economy is not universally available, and digital divides continue to reinforce existing inequalities (Good Gigs, 2017). Participation necessitates a smartphone and dependable, cost-effective internet access. In numerous developing nations, elevated data costs diminish net income (Unterschütz, 2019). This may marginalize lower-income segments of the population or compel workers to incur debt to obtain the requisite technology (Graham & Anwar, 2019). Online freelance platforms present opportunities that necessitate particular digital and linguistic competencies (Dhiman et al., 2025). Workers in developing countries often have limited access to training, hindering their ability to compete for higher-value projects on global platforms and resulting in their continued presence in low-skill, low-pay segments of the digital labor market (Kuek et al., 2015).

Furthermore, the lack of a conventional workplace may result in isolation and a diminished sense of communal identity (Albin & Mantouvalou, 2022). Research indicates the emergence of new forms of solidarity, shown as WhatsApp groups among drivers in India and Brazil, utilized for information dissemination and informal assistance (Anwar & Graham, 2020). The constant need to maintain high ratings, the fear of being randomly deactivated, and the need to work long hours in order to make a living all contribute to significant job stress and burnout (Veena & Ajay, 2022). The gig economy is especially prominent in the vibrant hub of Dhaka City, Bangladesh. The swift urbanization, extensive internet access, and a substantial youthful labor population have propelled the expansion of platforms such as Pathao, Uber, Foodpanda, and several online freelancing markets (Sarker et al., 2024). This increase provides essential job options and income generation, although it also presents new issues for the gig economy in Bangladesh, potentially displacing people from the conventional stability of organized employment (Mimi & Mani, 2024). Under the external appearance of flexibility, there exists a substantial psychological burden for gig workers. The intrinsic characteristics of gig work—marked by income instability, absence of job security, and algorithmic oversight—foster an environment conducive to chronic workplace stress. In a developing nation such as Bangladesh, where social safety nets are inadequate and the

expense of living in a megacity like Dhaka is elevated, these stresses appear to be exacerbated. Gig workers in Dhaka are expected to encounter both the common demands of the platform economy and distinct local obstacles, such as severe traffic congestion, infrastructural deficiencies, and socio-economic strains.

Even though this workforce is becoming more well-known, there is an enormous lack of empirical research in Bangladesh that thoroughly examines the precise causes of their work-related stress. Policymakers, platform firms, and civil society cannot create successful measures to safeguard the welfare of this crucial sector of the urban economy unless they have a good research-based knowledge of these pressures. Worldwide study has already identified a number of important stressors, including work-life conflict, algorithmic control, and unstable income. Bangladesh's socioeconomic and cultural background, however, is unique. These issues may appear differently depending on a number of factors, including the absence of formal financial protections, monetary responsibilities within the family, and the unique operational difficulties in Dhaka City. There is currently a lack of quantitative research on the psychological effects of the gig economy, particularly job stress, and the reasons behind it in Bangladesh. Most studies on the gig economy have concentrated on economic contributions, user satisfaction, or general problems. By offering a targeted, empirical analysis of the variables influencing workplace stress among gig workers in Dhaka, this study hopes to fill this gap.

II. OBJECTIVE OF THIS STUDY

This study's main goal is to evaluate the degree of job-related stress that Dhaka City gig workers endure. The study also seeks to determine and quantify the effects of key variables on workplace stress, such as platform control, work-life conflict, income instability, and high commissions. The study also aims to identify which of the characteristics examined is the most important predictor of occupational stress. Additionally, the study will offer pertinent stakeholders evidence-based suggestions.

III. RESEARCH METHODOLOGY OF THIS STUDY

This study employed a quantitative research method utilizing a descriptive and inferential cross-sectional survey methodology. This design entails the collection of quantitative data from a sample of gig workers in Dhaka City at a specific moment to elucidate the present circumstances and evaluate hypotheses regarding the correlations between factors (independent variables) and job stress (dependent variable). This is the most common and efficient strategy for quantitative research that aims to identify the factors linked to a certain outcome at a given point in time. The investigation was mostly correlational and explanatory. This study aimed to define the degrees of workplace stress and the prevalence of diverse factors affecting gig workers. The study then elucidated the correlation between these parameters and the reported degree of job stress. All the active gig workers functioning in Dhaka City were the target population of the study. This encompassed, but was not restricted to, ride-sharing operators (Uber, Pathao), delivery agents (Foodpanda, Pathao Food), freelancing marketplace participants (e.g., Upwork, Fiverr), and

on-demand service providers. For finalizing the sample from the population, a multi-stage sampling technique was employed due to the absence of a central database:

Stratified Sampling: The population was first categorized by primary gig sectors (e.g., Ride-Sharing, Food Delivery, Freelancing) to guarantee representation from each significant category.

Cluster Sampling: Secondly, Popular hubs or zones in Dhaka, such as Dhanmondi, Gulshan, Mirpur, and Uttara, were chosen as clusters within each stratum respectively.

Convenience/Snowball Sampling: Finally, at the cluster level, researchers engaged gig workers at common waiting locations (e.g., food delivery pick-up areas, ride-sharing stations) and utilized online platforms. Participants were requested to refer additional eligible workers (snowball sampling) to get a broader sample.

A total of 100 gig workers from diverse platforms were selected as participants for the study. The instrument employed in this study was a self-administered structured questionnaire, translated into Bengali for enhanced comprehension. The questionnaire identified job stress as the dependent variable, whereas the independent variables were the elements affecting job stress, measured on a 5-point Likert scale (1 = Strongly Disagree to 5 = Strongly Agree). The questionnaire was evaluated on a limited sample (n=10) to assess clarity, reliability (by Cronbach's Alpha), and time efficiency. Trained enumerators gathered data both online (via Google Forms disseminated in gig worker Facebook/WhatsApp groups) and in-person within designated clusters in Dhaka, ensuring informed permission was secured. The data analysis was performed utilizing SPSS and Microsoft Excel statistical tools, encompassing both descriptive and inferential statistics. In order to ascertain the combined impact of all independent variables on job stress and identify the most significant predictors, Multiple Linear Regression was implemented, along with the control of other variables. The goal of the study, the participants' freedom to withdraw, and the confidentiality of their answers were all explained in detail to them. No personally identifying information was gathered.

IV. FINDINGS OF THIS STUDY

The instrument utilized in this study was previously noted to be a self-administered structured questionnaire, which was translated into Bengali. The questionnaire was meticulously crafted to delineate the varying levels of workplace stress and to assess the prevalence of various factors influencing gig workers. The results derived from the survey questionnaire are articulated below:

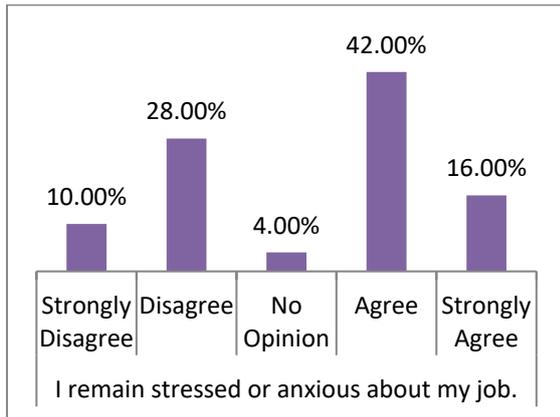


Chart One

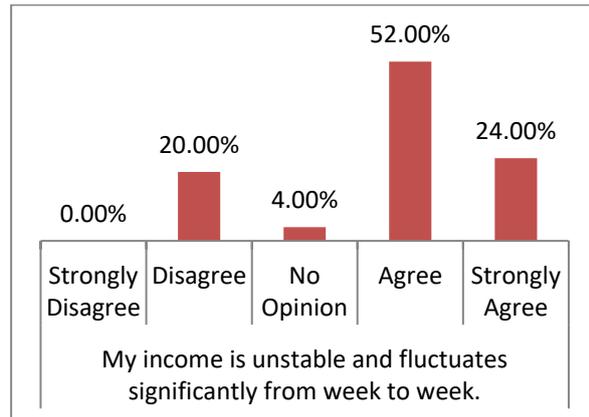


Chart Two

The first statement aimed to investigate the levels of job stress and anxiety experienced by gig workers in Dhaka city. Chart one indicates that nearly 42% of gig workers expressed agreement; while an additional 16% strongly concurred that they experience job stress. In contrast, 38% of participants in total disagreed with the assertion. A mere 4% of the respondents maintain a neutral stance on this matter. The second statement investigated the variability and instability of income among gig workers, assessing how it changed significantly from week to week. The findings indicate that approximately 76% of participants perceive their income as unstable, experiencing considerable fluctuations on a weekly basis. Conversely, merely 20% of the respondents expressed disagreement with the statement. In summary, it can be observed that most respondents engaged in gig work experience job-related stress, and their income varies considerably from week to week.

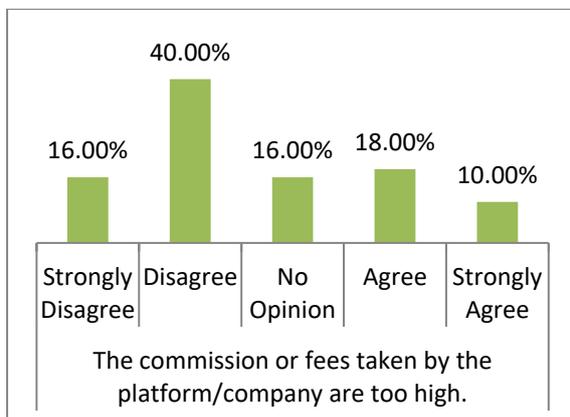


Chart Three

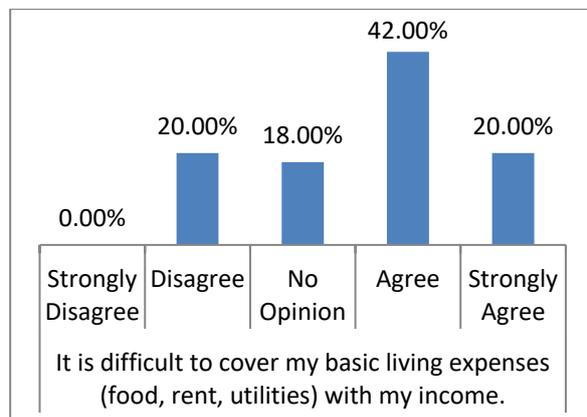


Chart four

The third argument asserted that the commissions or fees charged by the platform/company are too high. The data indicates that 56% of the participants expressed disagreement with the statement. Conversely, 28% of the respondents concurred with the assertion. In this instance, 16% of the participants selected the “No Opinion” option. The fourth statement examines the difficulty gig workers face in covering basic living expenditures (food, rent, utilities) with their income. Chart 4 indicates that merely 20% of

the respondents expressed disagreement with the assertion. Nonetheless, the majority of participants (62%) concurred that it was challenging to meet their fundamental living expenses (food, rent, utilities) with their present wage. The data indicate that gig workers are dissatisfied with their present earnings and the substantial commissions imposed by the gig platform. It is necessary to ascertain whether this discontent is associated with their job-related stress.

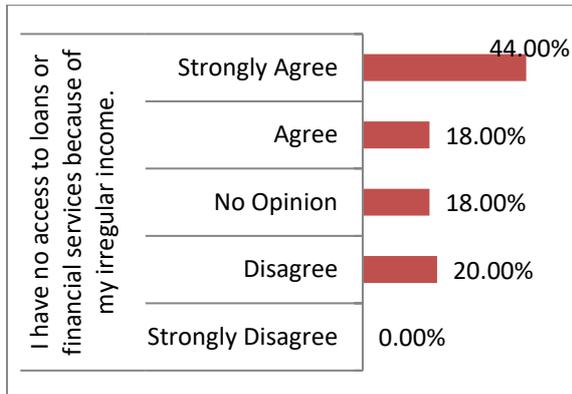


Chart Five

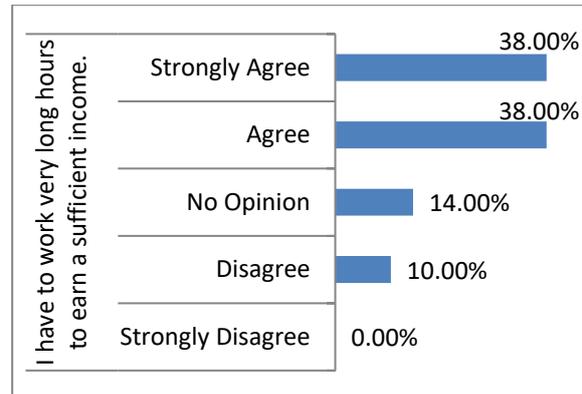


Chart Six

The fifth statement claimed that the gig workers have no access to loans or financial services because of their irregular income. The chart shows that 62% of the participants agreed with the statement. On the other hand, 20% of the respondents disagreed with the claim. In this case, 18% of the participants chose the option “No Opinion”. On the other hand, the sixth statement explored whether the gig workers have to work very long hours to earn a sufficient income. The chart-6 shows that only 10% of the respondents disagreed with the statement. However, majority of the participants (76%) agreed the gig workers have to work very long hours to earn a sufficient income. From the findings, it becomes clear that the gig workers have dissatisfaction with the negative impact of their income irregularity and long work hours for sufficient income. However, it needs to be investigated whether this dissatisfaction is related to their job stress or not.

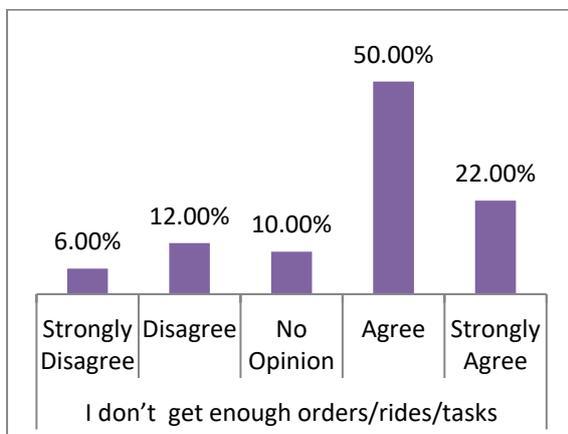


Chart Seven

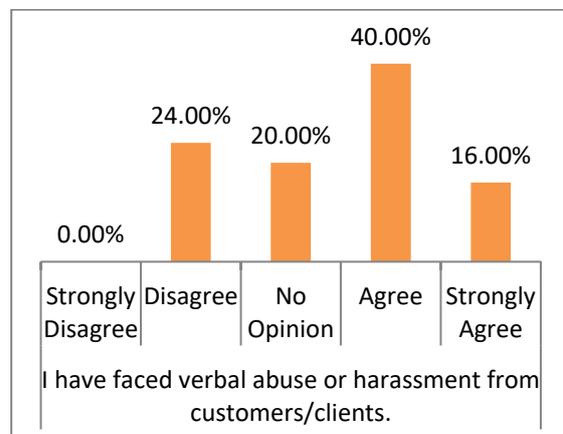


Chart Eight

According to the eighth assertion, gig workers don't receive enough assignments, transportation, or orders. According to the chart, 72% of participants agreed with the statement. However, 18% of those surveyed didn't agree with the assertion. In this instance, 10% of participants selected "No Opinion." However, the eighth statement examined whether or not gig workers must deal with verbal abuse or harassment from clients or consumers. Just 24% of respondents disagreed with the assertion, as seen in chart 8. Nonetheless, the majority of participants (56%) concurred that gig workers must deal with verbal abuse or harassment from consumers or customers. The results make it evident that gig workers are unhappy with their poor orders, rides, and assignments as well as the abuse they receive from clients. Investigating whether or if this discontent is connected to their work-related stress is necessary.

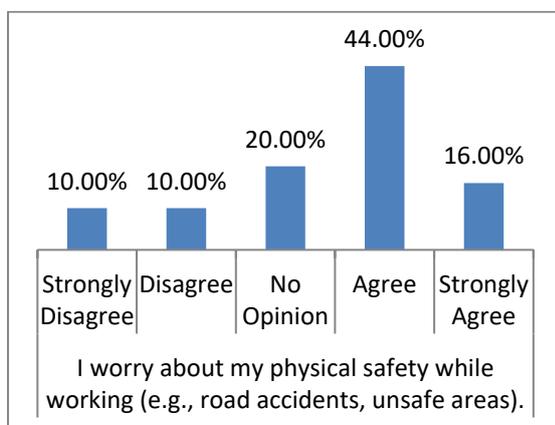


Chart Nine

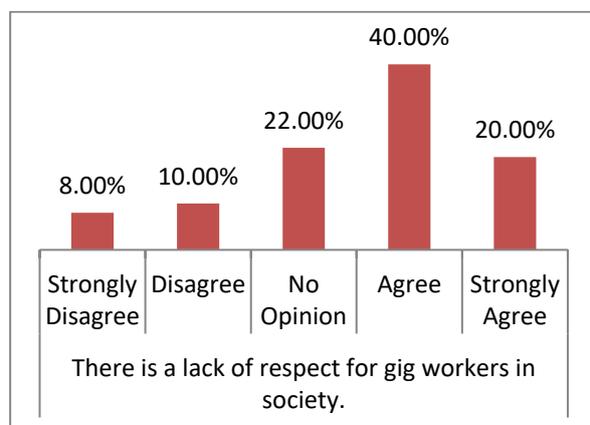


Chart Ten

The ninth statement claimed that the gig workers worry about their physical safety while working (e.g., road accidents, unsafe areas). The chart shows that 60% of the participants agreed with the statement. On the other hand, 20% of the respondents disagreed with the claim. In this case, another 20% of the participants chose the option "No Opinion". On the other hand, the tenth statement explored whether there was a lack of respect for gig workers in society or not. The chart-10 shows that only 18% of the respondents disagreed with the statement. However, majority of the participants (60%) agreed that there was a lack of respect for gig workers in society. From the findings, it becomes clear that the gig workers have dissatisfaction with inadequate safety and security as well as the lack of respect from the society. However, it needs to be investigated whether this dissatisfaction is related to their job stress or not.

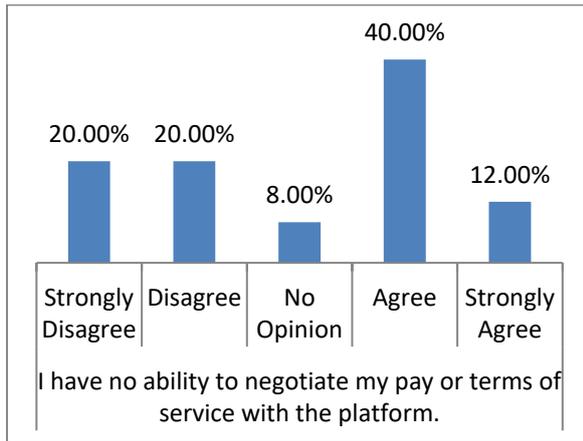


Chart Eleven

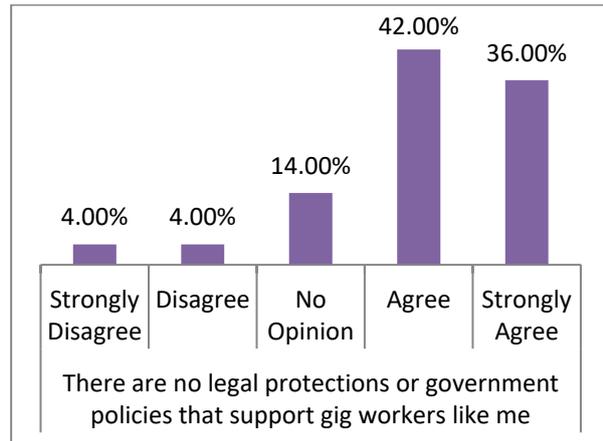


Chart Twelve

The next statement claimed that the gig workers have no ability to negotiate the pay or terms of service with the platform. The chart shows that 52% of the participants agreed with the statement. On the other hand, 40% of the respondents disagreed with the claim. In this case, another 8% of the participants chose the option “No Opinion”. On the other hand, the twelfth statement explored whether there are no legal protections or government policies that support gig workers or not. The chart-12 shows that only 8% of the respondents disagreed with the statement. However, majority of the participants (60%) agreed that whether there are no legal protections or government policies that support gig workers or not. From the findings, it becomes clear that the gig workers have dissatisfaction with the opportunity of negotiation with the platform as well as the lack of legal protection from the government. However, it needs to be investigated whether this dissatisfaction is related to their job stress or not.

Regression analysis

The study focused on “The stress or anxiousness about the job of the gig workers” as the dependent variable, while considering various factors such as income instability, insufficient income, lack of job security, and social and customer harassment as independent variables. The regression analysis illustrates the relationship between the dependent and independent variables.

Coefficients^a

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-1.303	.833		-1.564	.121
1 My income is unstable and fluctuates significantly from week to week.	-.014	.151	-.012	-.092	.927
The commission or fees taken by the platform/company are too high.	-.165	.104	-.174	-1.586	.116

It is difficult to cover my basic living expenses (food, rent, utilities) with this income.	.062	.117	.054	.535	.594
I have no access to loans or financial services because of my irregular income.	-.199	.096	-.202	-2.059	.042
I have to work very long hours to earn a sufficient income.	.517	.154	.424	3.353	.001
I don't get enough orders/rides/tasks	-.164	.107	-.157	-1.527	.130
I have faced verbal abuse or harassment from customers/clients.	.465	.119	.409	3.919	.000
I worry about my physical safety while working (e.g., road accidents, unsafe areas).	.030	.126	.030	.235	.815
There is a lack of respect for gig workers in society.	.203	.131	.200	1.548	.125
I have no ability to negotiate my pay or terms of service with the platform.	-.205	.106	-.241	-1.946	.055
There are no legal protections or government policies that support gig workers like me	.309	.126	.267	2.449	.016

a. Dependent Variable: I remain stressed or anxious about my job.

Table One: Regression Analysis

A standard multiple linear regression was conducted to predict the level of job-related stress and anxiety among gig workers based on various financial, occupational, and social factors. The predictors included measures of income instability, platform fees, difficulty covering expenses, access to financial services, working hours, order volume, customer abuse, physical safety concerns, societal respect, pay negotiation ability, and perceived legal protections. The regression results, presented in the table, indicate that the combination of predictors significantly accounts for variance in job-related stress, as several variables emerged as statistically significant predictors. Significant positive predictors of job-related stress included working long hours ($\beta = 0.42$, $p = .001$), facing verbal abuse or harassment from customers ($\beta = 0.41$, $p < .001$), and the perception that there are no legal protections or government policies supporting gig workers ($\beta = 0.27$, $p = .016$). This suggests that increases in these factors are associated with increased levels of stress and anxiety. Significant negative predictors of job-related stress included having no access to loans or financial services due to irregular income ($\beta = -0.20$, $p = .042$). This inverse relationship indicates that individuals who reported a lack of access to financial services reported lower levels of stress, which is counterintuitive and warrants further investigation. Several other predictors were not statistically significant in this model. These were: income instability ($\beta = -0.01$, $p = .927$), high platform commissions ($\beta = -0.17$, $p = .116$), difficulty covering basic expenses ($\beta =$

0.05, $p = .594$), not getting enough orders ($\beta = -0.16$, $p = .130$), worries about physical safety ($\beta = 0.03$, $p = .815$), a perceived lack of societal respect ($\beta = 0.20$, $p = .125$), and the inability to negotiate pay ($\beta = -0.24$, $p = .055$). In summary, the primary drivers of stress and anxiety for gig workers in this analysis appear to be occupational demands (long hours, customer harassment) and systemic insecurities (lack of legal protections). The unexpected finding regarding access to financial services suggests a potentially complex relationship that may involve other mediating variables not included in the current model.

V. DISCUSSION ON THE FINDINGS

Digital platforms, including food delivery (Foodpanda), ride-sharing (such as Pathao and Uber), e-commerce, freelancing, and many more, have contributed to the growth of the gig economy, which has been described as a revolution in the Bangladeshi employment sector (Burtch, 2017). It promises worker freedom, flexibility, and autonomy (Wood et al., 2019). However, millions of workers around the world face a more complex and often disheartening reality behind this promise Masłoń-Oracz et al., 2025). The problems they face are not isolated incidents but systemic features of a model that operates in the spaces between traditional employment and entrepreneurship (Kuek et al., 2015). It has been observed from the study that most respondents engaged in gig work experience job-related stress due to their income instability that varies considerably from week to week. The findings indicate that gig workers are dissatisfied with their present earnings and the substantial commissions imposed by the gig platform. These issues are responsible for increasing their job stress. Research shows that the unpredictable and fluctuating nature of earning is a defining feature of gig work (Ness, 2022). Gig workers cannot predict their income from week to week. This makes it impossible to reliably budget for rent, groceries, bills, and savings. They constant worry about making ends meet is a primary and chronic stressor (Ness, 2022). To compensate for unpredictable dry spells, workers feel compelled to be constantly available (Kuek et al., 2015). They may work excessively long hours, sacrifice weekends, and be unable to disconnect, leading to burnout (Burtch, 2017). The stress comes from the feeling that any moment of 'not working' is a potential income loss (Gupta et al., 2022). Major life decisions—like taking a loan, buying a house, or starting a family—require stable financial forecasting. The instability of gig work makes these milestones seem unattainable, creating a sense of being "stuck" and fostering long-term anxiety (Wood et al., 2019). Humans have a fundamental need for control over their lives. Erratic income strips away a sense of agency, making workers feel like they are at the mercy of an algorithm, market demand, or the weather (Mimi & Mani, 2024). This perceived lack of control is a significant psychological stressor. However, this study demonstrates that the gig workers' inability to meeting basic living expenses and long work hours have no effect on job stress. It can be predicted that those two factors are significantly related to income instability. Hence it can be said that they are also indirectly responsible for increasing job stress of the gig workers.

Moreover, when considering the effect of "inaccessibility to loans or financial services" on gig workers' job stress, a negative correlation is found, indicating that inaccessibility to loans or financial services increases job stress. The analysis reveals a negative correlation between 'inadequate orders/rides/tasks' and 'inability to negotiate about

pay or terms of service' with 'job stress' among gig workers, with values of and respectively. This indicates that both factors contribute to an increase in job stress for these individuals. Actually, at the heart of the gig economy's problem is the legal classification of workers as "independent contractors" rather than "employees" (Wood et al., 2019). This is the foundational crack from which most other problems stem. By being labelled contractors, workers are systematically excluded from the social safety nets and rights that form the bedrock of traditional employment in most developed nations. Hence, no minimum wage is guaranteed for them rather their earnings are entirely dependent on tasks completed, leading to income volatility (Ness, 2022). They enjoy no employer-sponsored benefits and so, access to health insurance, pensions, or unemployment benefits is the worker's sole responsibility. In the European Union and North America, courts and governments are actively debating this issue, with some rulings (e.g., in the UK Supreme Court against Uber) favouring worker status (Agrawal, 2023). Conversely, in many developing countries where a large informal economy already exists, the gig economy's lack of protections is, tragically, less of an anomaly (Masłoń-Oracz et al., 2025).

Apart from these, many studies show that gig workers have little control over pay rates, which are set unilaterally by platforms (Mimi & Mani, 2024). In on-demand sectors like ride-sharing and delivery, oversaturation of workers drives down earnings (Albin & Mantouvalou, 2022). On global freelancing platforms, workers from developing countries often compete for projects based on price, depressing wages globally (Gupta et al., 2022). The costs of doing business—fuel, vehicle maintenance, insurance, data plans—are almost universally borne by the worker, significantly eroding net income (Dhiman et al., 2025). Research shows that algorithmic management is a defining and globally consistent problem that is responsible for these challenges of the gig workers (Graham & Anwar, 2019). Gig workers are managed not by human supervisors but by opaque algorithms that assign work based on performance metrics, implement surge pricing and rate changes without consultation, use rating systems that can lead to deactivation, often without transparency or a meaningful appeals process (Dhiman et al., 2025). This creates what scholars call "algorithmic despotism," where workers feel constantly monitored and disciplined by an unaccountable system. The "flexibility" is illusory; to earn a livable income, workers must often comply with the algorithm's demands, working during peak hours and accepting undesirable jobs. The ongoing demand to uphold elevated ratings, the anxiety surrounding potential random deactivation by the automated systems, and the necessity to put in extended hours to achieve financial stability contributes to persistent stress and exhaustion (Agrawal, 2023). In investigating the effects of verbal abuse or harassment from customers or clients, insufficient physical safety and absence of legal protections on the job stress experienced by gig workers, a positive relationship is observed with values of respectively, indicating that these factors do not contribute to an increase in their job stress (Masłoń-Oracz et al., 2025). However other studies show that location-based gig workers (drivers, delivery personnel) face high risks of traffic accidents (Gupta et al., 2022). The pressure to deliver quickly exacerbates this. There is typically no workplace insurance, leaving workers to cover medical costs. For freelancers, ergonomic issues like repetitive strain injuries from long hours at a computer are common, with no employer-provided health coverage. Hence it can be

summarized that many factors place the gig workers in a constant state of financial precarity and psychological strain, undermining the very "flexibility" that is often touted as the main benefit of this form of work. The stress is not an occasional problem; it is a systemic feature built into the business model of many gig economy platforms.

VI. CONCLUSION

The study highlights key factors economic precarity due to volatile algorithms and low pay; regulatory voids excluding workers from social protection leading to poor working safety risks and work stress. Studies from other countries also echo these findings, showing conflicts with traditional sectors and pressure from platform companies. However, in the Bangladeshi context some other unique factors such as, a dense urban geography (Dhaka, Chittagong); the rapid, relatively unregulated growth of platforms; the significant presence of youth in the gig workforce; and a burgeoning digital freelancing sector that connects Bangladeshis to the global market might be also responsible for increasing job stress of the gig workers. However, to establish this, extensive research works are necessary. Besides, further studies are needed to test the applicability of global theories of "platform precarity" within this specific national context, exploring how local socio-economic conditions shape the gig work experience.

REFERENCES

- Agrawal, A., (2023). Precarious Platforms: A Study of Food Delivery Workers in Urban Nigeria. *Journal of Development Studies*.
- Albin, E., & Mantouvalou, V. (2022). *The Gig Economy and Domestic Workers: A Global Perspective*. Oxford University Press.
- Anwar, M. A., & Graham, M. (2020). Hidden transcripts of the gig economy: Labour agency and the new art of resistance among Indian gig workers. *Environment and Planning A: Economy and Space*.
- Bergvall-Kåreborn, B., & Howcroft, D. (2014). Amazon Mechanical Turk and the commodification of labour. *New Technology, Work and Employment*.
- Burtch, G. (2017). *Can you gig it? An Empirical examination of the GIG-Economy and Entrepreneurial activity*.
- Chan, J. (2022). The Gig Economy in the Global South: A Review of the Literature. *International Labour Review*.
- Chowdhury, M., Hossain, M., & Arefin, M. S. (2024). An assessment on the prospect of gig economy to create employment opportunity. *International Journal of Management and Accounting*, 22–39. <https://doi.org/10.34104/ijma.024.022039>
- De Stefano, V. (2016). The rise of the "just-in-time workforce": On-demand work, crowdwork, and labour protection in the "gig-economy". *Comparative Labor Law & Policy Journal*.
- Dhiman, A., Tyagi, P., Tyagi, M., & Walia, A. (2025). *The Gig Economy Revolution: Rethinking Talent Management*. Chyren Publication.

- Good gigs: A Fairer Future for the UK's Gig Economy.* (2017).
- Graham, M., & Anwar, M. A. (2019). The global gig economy: Towards a planetary labour market? *First Monday*.
- Gupta, A., Tewary, T., & Gopalakrishnan, B. N. (2022). *Sustainability in the gig economy: Perspectives, Challenges and Opportunities in Industry 4.0*. Springer Nature.
- International Labour Organization (ILO). (2021). World Employment and Social Outlook: The role of digital labour platforms in transforming the world of work.
- Kuek, S. C., Paradi-Guilford, C., Fayomi, T., Imaizumi, S., Ipeirotis, P., Pina, P., & Singh, M. (2015). The global opportunity in online outsourcing. In *World Bank, Washington, DC eBooks*. <https://doi.org/10.1596/22284>
- Masłoń-Oracz, A., Kansra, P., Arora, S., & Oberoi, S. (2025). *Immersive Technology for the Gig Economy: Transformative Business Practices: Transformative Business Practices*. IGI Global.
- Mimi, A., & Mani, L. (2024). Gravitating the gig economy for reshaping the careers using technological platform in the digital age in an emerging economy. *Journal of Information Systems and Informatics*, 6(4), 3129–3161. <https://doi.org/10.51519/journalisi.v6i4.966>
- Ness, I. (2022). *The Routledge Handbook of the Gig economy*. Taylor & Francis.
- Sarker, M. R., Taj, T. A., Sarkar, M. a. R., Hassan, M. F., McKenzie, A. M., Mamun, M. a. A., Sarker, D., & Bhandari, H. (2024). Gender differences in job satisfaction among gig workers in Bangladesh. *Scientific Reports*, 14(1). <https://doi.org/10.1038/s41598-024-68327-5>
- Unterschütz, J. (2019). Functional concept of employer. Solution for the new employment landscape? *Studia Iuridica Toruniensia*, 22, 393. <https://doi.org/10.12775/sit.2018.021>
- Veena, S., & Ajay, M. (2022). Psychological Well-being of Gig Workers in India: A Study of Food Delivery Agents. *Indian Journal of Industrial Relations*.
- Wood, A. J., Graham, M., Lehdonvirta, V., & Hjorth, I. (2018). Good gig, Bad gig: Autonomy and algorithmic control in the global gig economy. *Work Employment and Society*, 33(1), 56–75. <https://doi.org/10.1177/095001701878561>



